



**Sustainability  
Report  
2019**

*Sé feliz*



**pacifico**

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## 1. Our purpose is to safeguard people's happiness

### A word from our CEO, César Rivera



Dear readers,

Pacífico is undergoing a transformation process. We are convinced that it is only by doing things differently that we will achieve different results. During 2019 we have set new, more challenging goals, we have dared to think differently and are undergoing a transformation, both of our organization and our culture.

Why have we embarked on a different way of doing things? Because we want to stay relevant in a fast-changing world, and thus be able to meet people's new requirements and needs. The history of our transformation began some years ago, with a slant towards digitalization; however, along the way we realized that change went far beyond using a different technology.

During 2019 our actions and achievements are, in great measure, related to this transformation. For instance, we launched our purpose, which we created collaboratively with all who are part of the organization. Today we are certain that everything we do, we do it to *safeguard people's happiness*. This is our motivation to keep on creating. It is in this spirit that we created our signature, six principles that define our organization: #SéPro, #SéHumano, #SéEjemplo, #SéCompañero, #SéSoñador, #SéFeliz (#BeAPro, #BeHuman, #BeAnExample, #BeATeammate, #BeADreamer, #BeHappy).

What has an insurance company to do with happiness? We saw that our business wasn't only about protecting ever more people and more things, companies, cars, houses. We came to understand that what we protect is what those people and things represent. That our role went beyond mere economic compensation. Our insurance policies, therefore, not only help people to recover their lost health or money, but also their happiness, which has been interrupted as a consequence of these losses.

On the other hand, as an organization we stand firm in our commitment to place people at the center of our decision-making. By doing this we strive to make a positive impact on society from all its angles: our clients, our business partners, our team-members, our community.

Testimony to this are the more than 5 million people we presently protect. Or the more than S/ 1,535 million (S/ 1,535,000,000) we paid these customers in 2019, either because of unforeseeable events or in benefits to which they were entitled. We also protect ever more small business owners, in addition to the more than two million presently with us.

Due to our commitment to national issues, such as the fight against anemia, through our social responsibility program Tan Fuertes como el Hierro (Strong as Iron) we have trained more than 6,400 people and given care to more than 740 children. At the same time, we have furthered the development of our more than 3.5 million Pacífico team-members.

For us, being the most solid company is paramount to achieving our goal. It is only by being more efficient that we will be able to keep offering new, more accessible ways to protect people's happiness. Regarding this aspect, 2019 has been a positive year; we grew more than 7% in direct premiums and more than 8% in net utilities, as compared to 2018.

2020 brings new challenges for our consolidation – by means of our transformation – as a sustainable company. We are already on our way to this goal and are ready to continue on this path.

We invite you to read our new sustainability report, where you will find a summary of our financial, social and environmental performance during the past year.

## 2 About this report

The purpose of our sustainability report is to provide transparent, balanced information regarding Pacífico's financial, social and environmental performance to its stakeholders. We have prepared a sustainability report for eight consecutive years. This process has allowed us to take note of the landmarks in our road to becoming a sustainable business, and, as a consequence, to build relationships based on trust.

This report has been prepared in accordance with the GRI Standards (Core option), and comprises operations by Pacífico Grupo Asegurador, which is composed of Pacífico Compañía de Seguros y Reaseguros S.A. and Pacífico Entidad Prestadora de Salud S.A. (GRI 102-1) (GRI 102-5) (GRI 102-45) (GRI 102-54)

### 2.1 Stakeholders

Our stakeholders are the people, collectivities, organizations and institutions impacted by our operations, be it in a positive or negative way; those who are in a financial, contractual, social or contextual relationship with us of any kind, or are in any way capable of having an effect on

the continuance of our business. Our Relationship with Stakeholders Corporate Policy provides us with the guidelines for our relationship with them. (GRI 102-42)

Stakeholder	Main channels for communication and queries (GRI-102-40)(GRI-102-43)	
<b>Shareholders</b>	Shareholders meetings Liaison with shareholders and investors Pacífico website, and websites for regulatory entities	Yearly report Sustainability report
<b>Commercial alliances</b>	Direct contact	Yearly report Sustainability report
<b>Customers</b>	Customer service platforms Call center for information and queries Emergency helpline Complaints channels Online newsletters Websites and social media	Insurance ABCs platform Letters Corporate website chatline Customer satisfaction surveys Yearly report Sustainability report
<b>Team members</b>	Intranet Biannual performance meetings Newsletters and other weekly memos Yearly work environment survey	DILO – Suggestion box Fulfillment box Pacífico al Día TV (PAD TV) Yearly report Sustainability report Workplace
<b>Community</b>	Coordination meetings Prevention initiatives	Yearly report Sustainability report
<b>Brokers</b>	Direct contact Somos Corredores platform Somos Corredores mailbox	Seminars and training workshops Surveys
<b>Suppliers</b>	Direct contact Coordination and feedback meetings Social media	Audits Surveys Yearly report Sustainability report
<b>Regulatory bodies and government</b>	Regulatory reports Participation in audits Participation in roundtables via guilds	Yearly report Sustainability report
<b>Media</b>	Press releases Spokespersons participation	Yearly report Sustainability report

(GRI 102-40) (GRI 102-43) (Pacífico-1 Communication with stakeholders)

## 2.2 Materiality

In defining the contents in this report, we maintained the topics identified in the materiality assessment undertaken in 2018.<sup>1</sup> In order to update these topics, we developed eight interviews with key areas in the company, identifying the landmarks of the year.

The result of this materiality assessment can be found in the materiality matrix. In the three highlighted blocks we can find the material topics; in other words, the topics that are a priority for our company and for the stakeholders, and about which we present information throughout this report, in accordance with the GRI Standards. (GRI 102-46)

**Materiality matrix**

<b>Topic relevance for Pacifico</b>	<b>Very high</b>		<ul style="list-style-type: none"> <li>• Digital transformation</li> <li>• Ethical management</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Holding the customer's hand throughout their journey at Pacifico</li> <li>• Financial growth</li> <li>• Risk management</li> <li>• Good corporate governance</li> <li>• Attracting and retaining talent</li> <li>• Timely assistance and clear procedures for brokers</li> </ul>
	<b>High</b>	<ul style="list-style-type: none"> <li>• Sustainable management</li> <li>• Supplier payment timeframes and schedule fulfillment</li> </ul>	<ul style="list-style-type: none"> <li>• Product portfolio and quality</li> <li>• Broker fee tiers</li> <li>• Legal compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Customer privacy</li> <li>• Human management and development</li> <li>• Transparent and clear communications with stakeholders</li> <li>• Timely assistance and clear procedures for suppliers</li> </ul>
	<b>Medium</b>	<ul style="list-style-type: none"> <li>• Community support</li> </ul>		<ul style="list-style-type: none"> <li>• Feedback to suppliers</li> </ul>
		<b>Medium</b>	<b>High</b>	<b>Very high</b>

**Topic relevance for stakeholders**

(GRI 102-44)

<sup>1</sup> The aforementioned materiality process can be seen on page 15 of the 2018 report (<https://www.pacifico.com.pe/documents/28730/204174/Reporte+Sostenibilidad+2018.pdf/290c1cba-579b-1381-de6e-c1bb91a8e618?from=GoogleBT>)

### List of material topics

The coverage of material topics, meaning whether these topics are relevant for Pacifico internally (in terms of having an internal impact on the company or its team members) or externally (in terms of having an external impact on Pacifico, outside of its control area, or on external stakeholders) will be detailed below, and throughout each chapter in this report.

Material topic	Topic description	Coverage
1. Transparent and clear communication with stakeholders	Availability and performance of communication channels with stakeholders for the consideration and assessment of queries, suggestions and expectations.	Internal and external coverage
2. Holding the customers' hand throughout their 'journey' at Pacifico	Friendly, transparent assistance in all interaction points between customers and company, especially in key moments, such as when they need to activate and make use of their insurance.	Internal and external coverage
3. Customer satisfaction	Actions aimed at maximizing customer satisfaction, providing an extraordinary experience at all times.	Internal and external coverage
4. Customer privacy	Policies and control procedures to protect our customers' personal data and safeguard their privacy.	Internal and external coverage
5. Digital transformation	Digital, innovative technology resources for the optimization of the company's internal procedures and the creation of new customer-centered value proposals.	Internal coverage
6. Ethical management	Furthering ethical conduct among company members and implementing controls for the identification and prevention of dishonest and illicit acts.	Internal coverage

7.	Risk management	Identifying, measuring, addressing, monitoring and communicating risks and opportunities derived from the company's operations.	Internal coverage
8.	Financial growth	Sustainable growth of the financial value the company generates through its commercial operations and its investments.	Internal coverage
9.	Good corporate governance	Set of principles and policies regulating the design and correct functioning of the company's bodies and relationships with our shareholders.	Internal coverage
10.	Attracting and retaining talent	Attracting and retaining talent in the company by means of a differentiated value proposal and programs focused on our team-members' fulfillment.	Internal coverage
11.	Human management and development	Management aimed at our team-members' professional development, through training programs, a career ladder and performance management.	Internal coverage
12	Timely assistance and clear procedures for brokers	Quality assistance for our brokers and streamlined procedures for improved efficiency.	Internal coverage
13.	Timely assistance and clear procedures for suppliers	Quality assistance for suppliers and streamlined procedures for improved efficiency.	Internal coverage

(GRI 102-46) (GRI 102-47) (GRI 103-1)



## 3 About Pacífico Seguros #SéFeliz (#BeHappy)

### 3.1 Our purpose and the Pacífico signature

#### **Our purpose**

##### **Protecting people's happiness**

From our moment of birth we have a right to life, to freedom and the pursuit of happiness. Everything we do, we do it to be happy, and though at times reaching this goal may become difficult, we find a way to do it.

This is our purpose: safeguarding everything that brings happiness. Our insurance policies are not limited to recovering our customers' lost health or money, but also the happiness that has been temporarily taken away from them.

Beyond protecting your car, we make sure you can resume your adventures. Beyond protecting your house, we want your home to always be safe. We not only strive to protect your health, but also to ensure you enjoy the well-being that is a consequence of good health. We protect your journeys, while also making sure nothing gets in the way of those unforgettable memories. In effect, beyond taking care of your family, we want you to have the peace of mind of knowing they will always be protected.

#### **The Pacífico signature: our principles**

In order to achieve our new purpose, we have redefined our principles, the signature that identifies all those who belong to the Pacífico team:

**#SéSoñador (#BeADreamer):** We want you to fly high. To be in the forefront, to innovate and imagine the changes that others will follow.

**#SéPro (#BeAPro):** Go big, stand out and let your light shine, always using the best practices and reaching the best results.

**#SéEjemplo (#BeAnExample):** Make your family and your country proud.

**#SéCompañero (#BeATeammate):** Remember you are all part of one team: Pacífico.

**#SéHumano (#BeHuman):** Let your clients know they can rely on you, and that you will always be there for them.

**#SéFeliz (#BeHappy):** Become a source of happiness and make your time at Pacífico the most fulfilling days of your life.

(GRI 102-16)<sup>2</sup>

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<sup>2</sup> Purpose and Principles videos.

## 3.2 Main figures and highlights in 2019

(GRI 102-7) (GRI 102-5)



Participation in 25.8 % of the market



63 % customer satisfaction



Use of the **Somos Corredores** platform increased to 75.4 %



More than 2 million users of the Insurance ABCs portal



3,296 team-members, 68 % women and 32 % men



Average customer satisfaction was 77 %



An average of 13.5 training hours per worker



We submitted 4.6 times more digital insurance policies than in 2018



34.75 % carbon footprint reduction at the Tamayo branch



228 volunteers and 3204 volunteering hours



18,200 treatments as part of the Tan Fuertes Como el Hierro (Strong as Iron) program



73% of children who participated in the #TanFuertesComoElHierro initiative in Villa María del Triunfo overcame anemia.



More than 2,645,000 SME customers holding insurance policies of a monthly S/ 2.5 on average

### 3.3 Our products

(GRI 102-2) (GRI 102-6)

Our insurance policies are divided into four categories. Our products aim to provide the coverage required to protect our customers' happiness, in each of these segments.

#### **Family insurance**

- Health insurance
- Oncological insurance
- Life and savings insurance
- Personal accidents insurance
- Travel insurance
- Retirement insurance

#### **Asset protection insurance**

- Car insurance
- SOAT
- Home insurance

#### **Business insurance**

- Insurance against collective accidents
- SCTR insurance for high risk work
- Insurance against student accidents
- Vida Ley<sup>3</sup> insurance and life insurance for employees
- Insurance for SMEs

#### **Insurance for employees**

- EPS and complementary health insurance
- Individual EPS health insurance

Find more information about our products on our website, [www.pacificoseguros.com.pe](http://www.pacificoseguros.com.pe)

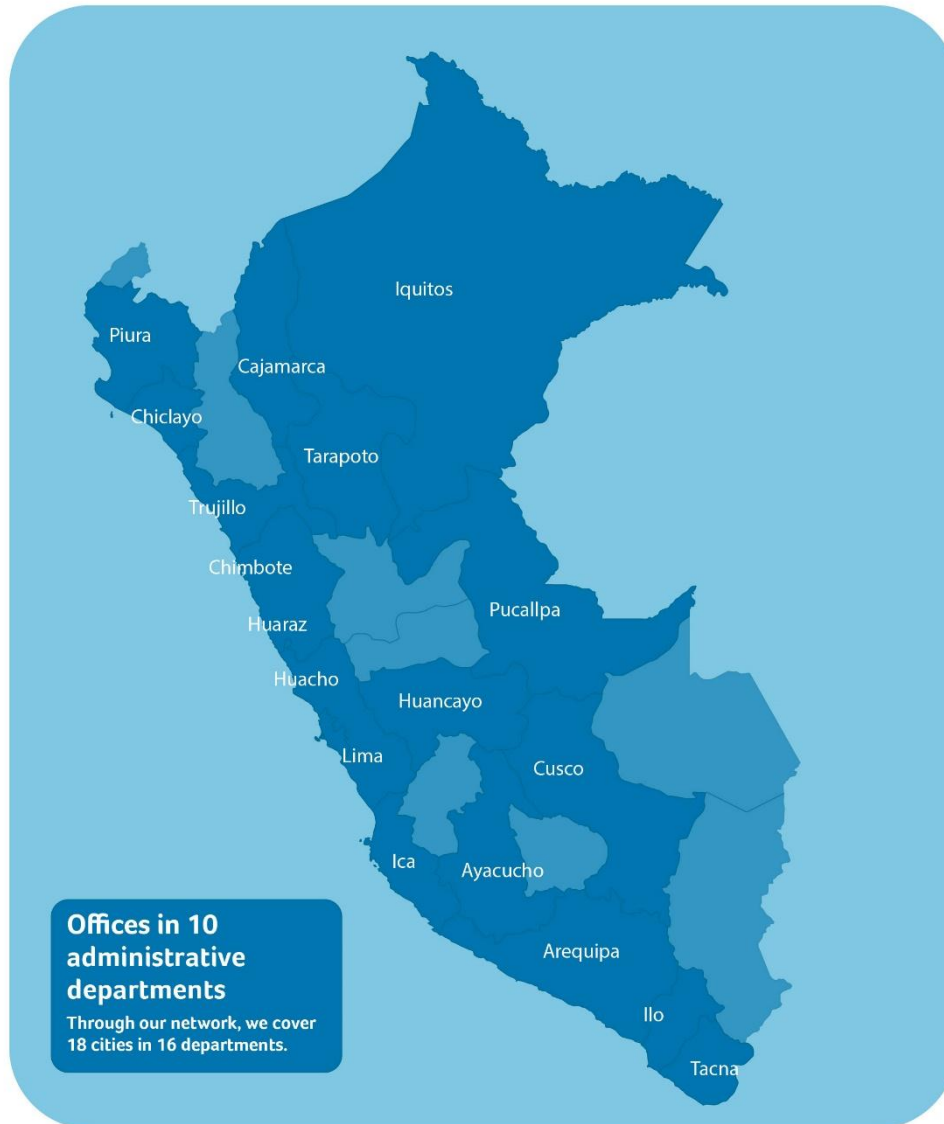
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<sup>3</sup>This mandatory life insurance must be bought by the employer and is activated from the first workday. Its purpose is to provide temporary economic relief to the employee's family in case of death by any cause, and provides 24-hour protection, not only during working hours.

### 3.4 Our presence

(GRI 102-4)

We have offices in 10 administrative departments across the country. Our assistance, however, reaches 18 cities in 16 departments, since our network of hospitals and medical centers is composed of more than 350 healthcare facilities throughout the country.



### 3.5 Our sales channels

We strive to constantly improve access to our products, in order to meet our customers' requirements swiftly and easily. This is why we provide several sales channels:

- Directly employed salesforce
- Insurance brokers

- Banking insurance through our alliances with BCP and MiBanco
- Commercial alliances with public services companies, hospitals and authorized car dealers
- Website
- E-commerce platform
- Branch offices
- Telephone

All professionals selling our insurance policies have been trained to provide advice to our customers and accompany them throughout their experience at Pacífico, from the moment of first contact.

We also strive to align our own sales channels with external channels. This is why we have a Channels Policy, as well as commercial regulations; these guidelines establish the framework for preventing conflicts of interest. One of the ground rules is that customers wishing to renovate their insurance policy or purchase new products are assisted through the same channel by which they first became our customers.

### 3.6 Memberships and associations

**Main affiliations**

 <p>Cámara de Comercio Americana del Perú (Peruvian American Chamber of Commerce)</p>	 <p>Asociación Nacional de Anunciantes – ANDA (National Advertisers Association – ANDA)</p>
 <p>Cámara de Comercio e Industria de Arequipa (Arequipa Chamber of Commerce and Industry)</p>	 <p>Patronato de Perú 2021</p>
 <p>Cámara de Comercio Canadá-Perú (Canadian-Peruvian Chamber of Commerce)</p>	 <p>Cámara de Comercio Peruano-Chilena (Peruvian-Chilean Chamber of Commerce) Global Compact</p>
 <p>Cámara de Comercio Peruano Mexicana (Peruvian-Mexican Chamber of Commerce)</p>	 <p>UN Global Compact</p>
 <p>Asociación Peruana de Empresas de Seguros (Peruvian Insurance Company Association)</p>	 <p>Cámara Oficial de Comercio de España en el Perú (Official Spanish Chamber of Commerce in Peru)</p>
 <p>Asociación Peruana de Entidades Prestadoras de Salud (Peruvian Healthcare Provider Association)</p>	

(GRI 102-13)

### Allies for external environmental and social initiatives

Ally	Type of organization	Alliance objective	Beginning of the alliance
<b>ONG Prisma</b>	NGO	In 2019 this organization carried out the field work for our #TanFuertesComoElHierro #StrongAsIron) campaign against anemia	2019
<b>SANNA</b>	Company	Healthcare providers for the group and allies in the #TanFuertesComoElHierro campaign against anemia	2019
<b>Clínica San Felipe</b>	Company		2019
<b>Aliada Centro Oncológico</b>	Company		2019
<b>Laboratorio Precisa</b>	Company		2019
<b>Grupo RPP</b>	Media outlet	Ally in the shared value communication campaign for anemia prevention Fuertes Contra la Anemia, as well as the natural risks and fire prevention campaign Informados Estamos Preparados	2019
<b>Aniquem</b>	NGO	Collection of recycled material to benefit the NGO's projects	2015
<b>Latam</b>	Company	Organization and execution of health campaign targeting the customer's direct impact community	2016
<b>Lindley</b>	Company		2017
<b>Unacem</b>	Company		2015
<b>Miski Mayo</b>	Company		2015
<b>ONG Torre de Esperanza</b>	NGO		2019
<b>Danper</b>	Company		2017
<b>Unámonos</b>	NGO	Donations	2015
<b>Peruvian-American Medical Society</b>	NGO	Donations	2012

para el Perú - PAMS			
Remar	NGO	Collection of recycled material to benefit the NGO's projects	2017
Instituto Nacional de Salud del Niño - San Borja	Hospital	Blood donation campaign	2018
Backus	Company	Creciendo por un Sueño (Growing for a Dream) trade fair	2018
Entel	Company	Reciclemos para Transformar (Recycling for Transformation) program, focusing on electric and electronic appliances waste.	2018

(GRI 102-12)

### 3.7 Awards and honors

#### Awards and honors granted in 2019



**BrandZ**  
Most valuable brands  
**8th place**



**Merco Reputación Corporativa**  
**13th place**



**XVI Lima Chamber of Commerce Yearly Executives Survey**  
*Best healthcare provider*  
**1st place**  
*Best personal insurance company*  
**1st place**  
*Best business insurance company*  
**1st place**



**Reaction's Latin American Insurance & Reinsurance Award**  
*Andean Insurance of the Year*  
**1st place**



**Perú 2021**  
**Socially Responsible Business distinction**



**International Business Magazine Awards**  
**Best Peruvian insurance company**



**Global Banking & Finance Review**  
**Best Peruvian insurance company**



**Finance Derivative Awards**  
**Best Peruvian insurance company**

## 4 Our performance #SéPro (#BeAPro)

### 4.1 Corporate governance

Good corporate governance furthers trust between shareholders, investors, team-members and our policyholders, as well as other stakeholders. Our blueprint in this path is the Corporate Governance Policy, which establishes the guidelines for the organization's appropriate governance and internal control. This policy is aligned with the Credicorp corporate governance policies, and its correct enactment and fulfillment falls under the Legal and Fraud Prevention Division.

#### **Governance bodies**

Our governance structure comprises three bodies, each of them with clearly defined roles and responsibilities.

#### **- Shareholder meetings**

All Pacífico Seguros and Pacífico Salud shareholders are provided with a shareholders' handbook, the Guía del Accionista, which states both their rights and their duties. At Pacífico Seguros we hold ordinary meetings within the first trimester of each year, summoned with at least 10 days' notice with an announcement on El Peruano newspaper.

In these meetings, shareholders receive the auditors' yearly report, as well as the financial statements of the preceding business year. They elect board members if required, set their stipend, designate external auditors for the following business year and solve any other issue that may have been presented to the board.

In addition, extraordinary general meetings may be summoned at any time of the year, in order to address issues not contemplated in the ordinary general meeting but which, in accordance to the statutes, require the shareholders' approval. During 2019 we convened an extraordinary meeting at Pacífico Seguros.

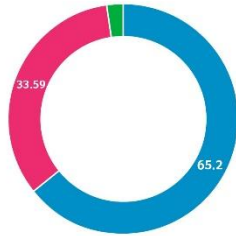
As for Pacífico Salud, by the shareholders' unanimous decision we hold universal meetings, instead of ordinary and extraordinary general meetings. Therefore, we do not need to organize a summons, as long as all shareholders are present or duly represented.

It is worth mentioning that in the yearly mandatory Pacífico Seguros shareholders' meeting, held on March 26, 2019, a capital increase was authorized, through a capitalization of profits amounting to S/ 14 million (S/ 14,000,000).



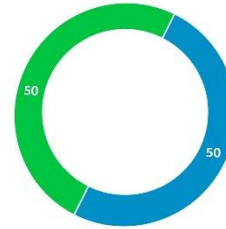
*Shareholders in Pacífico companies*

**Pacífico Seguros**



Shareholder	Participation
 Credicorp Ltd.	65.2 %
 Grupo Crédito S.A.	33.59 %
 Minority shareholders	1.21 %

**Pacífico Salud**



Shareholder	Participation
 Empremédica S.A.	50 %
 Pacífico Compañía de Seguros y Reaseguros S.A.	50 %

**- Board of directors**

The Pacífico Seguros Board of Directors is composed of eight directors and nine committees, including the Executive Committee, the Auditing Corporate Committee, the Compensations Corporate Committee and the Integrated Risk Management Committee. Each of our directors has extensive professional experience and knowledge of the different areas of economic activity, both in Peru and other countries. Three among them are independent.

The Board of Directors Rule Book describes the directors' roles during their three-year periods. Their main roles are defining the organization's strategic objectives and approving the business strategy, as well as the policies, handbooks and processes that guide the company's activities, in addition to safeguarding a solid risk management system. The Pacífico Salud Board of Directors is also composed of eight directors, whose roles and duties are similar to those at Pacífico Seguros.

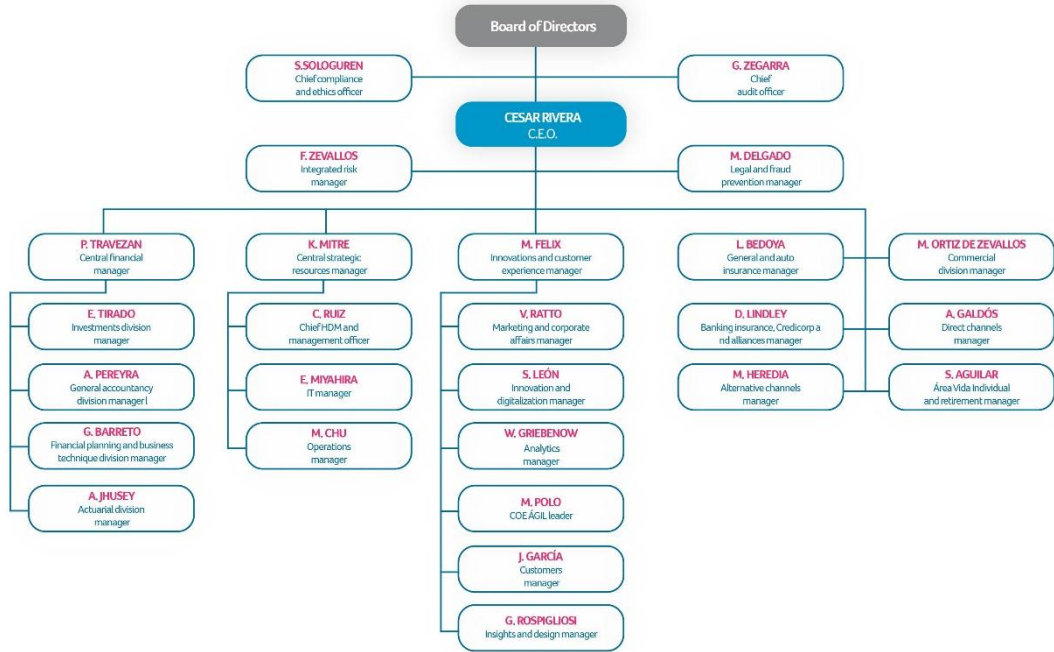
**- Management**

Management is responsible for establishing and carrying out the strategy for the business lines and the policies, procedures and objectives in the company's different areas. In addition, it must report to the Board of Directors, at least every three months, regarding the company's financial state, new products and, generally speaking, all relevant management initiatives that may have a material impact on the organization's risk profile. (GRI 102-18) (GRI 102-19) (Pacífico-3 Good corporate governance)

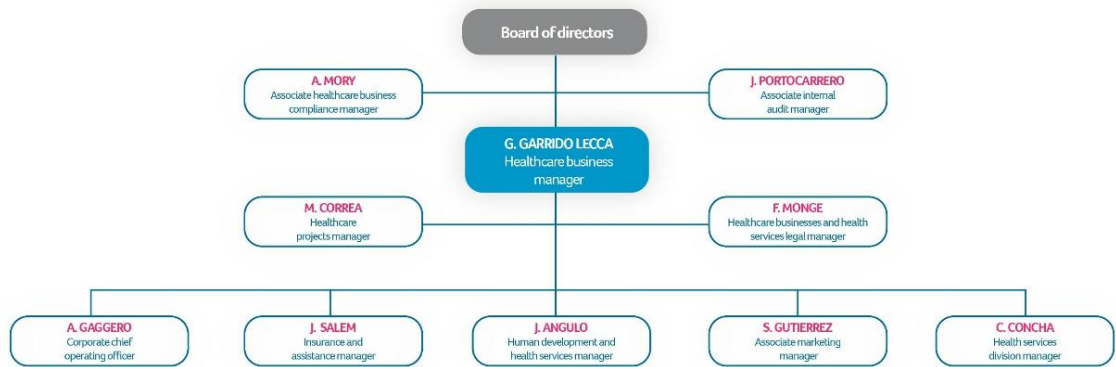
You will find the Pacífico Seguros and Pacífico Salud organization charts below.

## Organization chart

### Pacífico Seguros



### Pacífico Salud



## 4.2 Financial performance management

The financial value we create as a company has a positive impact, since it contributes to stimulating the national economy and building a safer country. In order to monitor and assess our financial performance we have a rigorous management system, which meets the highest standards and control mechanisms. This system is backed by Credicorp and managed by our Central Finance Management.

This management division is subdivided into four departments: Planning and Finances, Actuarial and Business Technician, Investments and General Accountancy. The division, as a whole, is responsible for updating financial statements, analyzing financial information, investing in order to increase profits and delving into strategic factors relevant to the company, such as our businesses' market participation, financial risks and sales and accident rate performance.

### **Sustainable investments**

Investment management generates a predictable income, allowing us to honor our obligations to our policyholders. Therefore, our investment management is prudential, centered in long-term, low-risk assets. Our Investments division is responsible for this management, by means of a yearly plan which is aligned with our Investment Policy.

When presented with potential new investments, we assess the issuing organizations regarding their responsible financial, environmental, social and corporate governance management. In addition, our policy and procedures bar us from investing in any issuing organization with more than 10 % of its income from industries such as gambling, casinos, alcohol, tobacco or weapons.

In 2019, our investments as Pacífico grew to S/ 10,506 million (S/ 10,506,000,000). Among these, our investments in two local instruments which meet sustainability criteria stand out. One is the Innova Schools Social Bond, which will make investment in new schools possible, therefore contributing to the 4<sup>th</sup> Sustainable Development Objective, Quality Education. The other is the Cofide Sustainable Bond, through which the Peruvian development bank will provide funding for waste-water treatment plants, alternative vehicles and microenterprises.

### **Financial performance**

In 2019 we maintained a profitable and sustainable growth. Our main financial objectives that year were increasing our sales and maximizing profits through greater cost-efficiency. As Pacífico Grupo Asegurador we reached a S/ 468.7 million profit, exceeding in 19.5 % the results recorded for 2018. By the end of the year, our investment portfolio was valued in S/ 10,506 million (S/ 10,506,000,000).

For more information on our financial results, please consult our yearly 2019 report.

**Financial value generated, distributed and retained in 2019 in soles**

	<b>Pacífico Seguros</b>	<b>Pacífico Salud</b>
<b>Generated financial value</b>	<b>2,814,084,379.00</b>	<b>1,108,227,544</b>
Income from sales	2,333,209,435.00	1,092,278,588
Income from financial investments	469,248,178.50	15,928,240
Sale of assets	11,626,765.70	20,717
<b>Distributed financial value</b>	<b>834,972,297.60</b>	<b>1078,220,855</b>
Operating costs	365,688,939.60	56,120,830.70
Salaries and benefits for employees	191,378,236.30	53,823,082
Payments to capital providers	260,146,000.00	911,053,473
Payments to the government	17,759,121.70	57,223,470
<b>Retained financial value</b>	<b>1979,112,081.40</b>	<b>30,006,689.30</b>

(GRI 102-7) (GRI 201-1)

### 4.3 Risk management

We classify risk into six large categories. They are all constantly controlled and monitored by the professionals in our Integrated Risk Management division. (Pacifico-4 Risk management)

<b>Financial risk</b>	Pertaining to the variables that may compromise our company's capital solvency and, as a consequence, our ability to honor future commitments.
<b>Operational risk</b>	Relating to process execution, proper system operation and staff behavior, as well as unforeseen events and the environment's condition.
<b>Customer risk</b>	When customers purchase an insurance policy, they are effectively transferring their risks to our company. In order to decrease the probability of these risks becoming material, we carry out periodical inspections at the facilities of those clients whose risk levels have been classified as high, especially for fires, earthquakes and burglaries.
<b>Ethics and compliance risk</b>	Relating to dishonest acts such as corruption, bribery, fraud, money laundering, terrorism funding and abuse of dominant position. We prevent the occurrence of these activities through our Compliance Corporate Model.

<b>Political risk</b>	This risk is hard to predict and mitigate, and it is a risk to which we must adapt. An example is the dissolution of Congress.
<b>Environmental risk</b>	Relating to natural events which entail a significant threat both to our clients and to our businesses. Such is the case of the El Niño-Southern Oscillation (ENSO) phenomenon.

### Financial risk ratings for 2019

<b>Pacífico Compañía de Seguros y Reaseguros S.A.</b>		
Organization	2018 rating	2019 rating
Fitch Ratings	BBB	BBB+
AM Best	A- Stable outlook	A- Positive outlook
Moody's	Baa2	Baa2 with positive outlook
Apoyo & Asociados	AAA(pe)	AAA(pe)

<b>Pacífico Entidad Prestadora de Salud S.A.</b>		
Organization	2018 rating	2019 rating
Class & Asociados	AA+(pe)	AA+(pe)

### Operational risk ratings for 2019

<b>Pacífico Compañía de Seguros y Reaseguros S.A.</b>		
<b>Cyber-security: exposure to malicious agents due to unsupported platforms</b>	40 %	25.96 %
<b>Operational: inadequate subscription on wholesale general risks</b>	Critical, under control	Critical, under control
<b>Pacífico Entidad Prestadora de Salud S.A.</b>		
Organization	2018 rating	2019 rating
<b>Cyber-security: exposure to malicious agents due to unsupported platforms</b>	40 %	25.96 %
<b>Operational: penalized failure to perform</b>	High, under control	High, under control

During 2019 there were two significant events regarding risk management:

- A cyber-security consultancy developed by the Federal Financial Institutions Examination Council (FFIEC). This consultancy, based on the corporate governance framework, has allowed us to identify gaps and establish a blueprint for breaching them (by 2021).
- The pre-publication of the SBS (Banking and Insurance Superintendence) new Regulations for Business Continuity Management. These new regulations aim at bringing the financial system,

insurance system and AFP (pension fund insurer) practices into alignment with the international ISO 22301 standard: the Business Continuity Management System.

#### 4.4 Supply chain management

Our supply chain is composed of purveyors of consumables such as printing paper, printed material, promotional merchandise, purchase vouchers and office supplies. We also have service purveyors in areas such as consultancy, logistics, cleaning, catering and event production. In 2019, purchases to suppliers exceeded S/ 14 million. We work with 35 repeat suppliers.

Our Procurement Logistics area is responsible for the processes required for any purchases, under the Goods and Services Purchases Policy guidelines. However, some products and services are hired by Credicorp for all its companies, among them consumables and high-demand services such as office supplies, printing services, brochure production, printing paper and logistics services. (GRI 102-9)

Our Procurement Logistics division works untiringly to streamline processes, speeding up assistance to its internal customers and developing mutually beneficial commercial relationships with purveyors. For instance, our supplier payments internal policy establishes that invoice payments must be fulfilled within a 30-day interval.

##### **Supply chain sustainability**

All our suppliers are Peruvian companies which, in line with our Goods and Services Purchase Policy, are at first assessed regarding their technical and financial capacity to work with Pacífico. In addition to this assessment, in 2019, along with the Compliance division, we implemented platforms that increase security levels in our supplier assessment.

We also enter in our register forms the shareholders of companies that will work with us, in order to assess them in accordance to the corresponding compliance filters.

These new tools for supplier assessment complement the earlier ones, which are focused on preventing financial, social and environmental risk in our supply chain. All of our suppliers sign the Credicorp Ethics Code and agree to comply to the United Nations Global Compact on human rights, labor, environment and anti-corruption standards.

Our contracts include an anti-corruption clause. Our CEO sends yearly letters to our suppliers stressing our rules, which state that we do not accept gifts or benefits of any kind. This last point is also impressed upon our team-members.

Repeat suppliers must be ratified once a year by a specialist company. This process assesses their financial and fiscal status, commercial management, operational capacity, quality management, security and health, as well as their environmental practices. If they do not meet basic requirements, they receive a report describing the areas of improvement they are to address. (Pacífico-5 clear processes for suppliers)

## 4.5 Ethical management and compliance

We have adopted the Credicorp Compliance Corporate Model. It encourages a culture of responsibility throughout the organization and ensures our activities and products comply with the requirements of current legal regulations, both nationally and internationally.

The Credicorp Compliance division is responsible for its administration and for designing the policies, procedures and compliance programs it comprises. At a Pacífico level, the compliance programs are managed by our team of experts at Pacífico Seguros and Pacífico Salud. In 2019 we divided the compliance areas, in order to address the particular needs and risks of each of the group's companies.

At Pacífico, each program is managed by an expert in our Compliance team. In order to ensure its correct functioning, Credicorp monitors at least once a year. These are the activities carried out in each program in 2018:

### Ethics and Conduct Program

We know that, when it comes to ethical standards, the work must begin at home. This is why all our directors and team-members are trained in the Credicorp Ethical Code and the Ethics and Conduct Corporate Policy. These documents establish the norms of conduct and professional integrity they must respect and comply to while carrying out their functions at Credicorp and its subsidiaries. We have zero tolerance for any behavior that violates or contradicts the Credicorp Ethical Code, the Ethics and Conduct Corporate Policy or its complementary regulations.

### Advisory channels

Our team-members have the duty to report any fact or evidence that violates the guidelines established in the Credicorp Ethical Code, the Ethics and Conduct Corporate Policy or any of its complementary policies. The main channel for reporting infractions is the integrity channel Alerta GenÉtica Credicorp, available at the Credicorp website ([www.credicorpnet.com](http://www.credicorpnet.com)) and of free access for team-members, investors, customers, suppliers and other interested parties.

The information provided through Alerta GenÉtica Credicorp is treated in a confidential and anonymous manner, protecting the identities of all who so wish. The channel is managed by an independent entity, external to Credicorp, and ensures whistleblowers are protected against discrimination, intimidation or retaliation of any kind.

The Credicorp Compliance division coordinates investigations on these reports. The investigation itself is under responsibility of either the Legal division, the Fraud Prevention department or the Human Development Management area, according to each case. If the magnitude of the case so warrants, results are presented to the Ethics Committee. Disciplinary measures are applied according to the gravity of the case, and can result in the ceasing of the work relationship with the team-member.

If the team-member has any doubts regarding the interpretation or implementation of our ethics and conduct rules, they may write to the Compliance Mailbox, in order to be advised by the Compliance team.

### **Normative Compliance Program**

Through the Normative Compliance program, we encourage a compliance culture in each and every member of the organization, and ensure our operations and products meet current legal regulations.

We do so by implementing the program's goals in three fronts: compliance to new regulations, compliance to existing regulations and sanction processes management. The first aims at ensuring that recently issued regulations, which have an impact on the company, are followed. Compliance to existing regulations detects the risks of non-compliance to regulations that have already been implemented in the company. Finally, through sanction processes management we ensure said processes are carried out properly, and carry out the required corrective measures.

In 2019:

- At Pacífico Seguros, we improved our processes in order to get closer to the business and provide support in the correct implementation of its regulations. We redefined the processes with the purpose of implementing new regulations, improving categorization for risk reduction and the process of revising existing regulations, fine-tuning the selection of any regulations or processes which should be revised. All of this was done taking into account the impact on our business and our customers.

In 2020 we will continue to accompany responsible users regarding regulations, in order to ensure compliance to any applicable rules.

- At Pacífico Salud, we have monitored and advised healthcare providers in the implementation of regulations regarding the law on single-use plastic. This monitoring was carried out through work plans that were presented by the healthcare providers.

### **Corruption and Bribery Prevention Program**

The Corruption and Bribery Prevention Program is backed by the Anti-corruption and Bribery Corporate Policy. Its aim is to decrease and eliminate the potential occurrence of events in which the company, its directors or its collaborators are exposed to acts of corruption. We have established solid internal controls to this purpose. For instance, our team-members are allowed to receive a tangible gift from clients, suppliers or third parties as long as its worth is no higher than 100 US dollars and it does not influence any of their work-related decisions. If the gift meets these requirements, it must be entered within 24 hours on the Genética Credicorp website. If it does not meet these conditions, it must be presented to Management for donation. The program is aligned with national and international requirements, such as the United States Foreign Corrupt Practices Act (FCPA) and the United Kingdom Bribery Act (UKBA).



In 2019:

- At Pacífico Seguros:

- We updated the Anti-Corruption Corporate Policy, adding specific guidelines regarding the prohibition of political contributions, as well as improvements in the guidelines regarding gifts and courtesies. We also included a new section about customer relationships, in adherence to Peruvian Law N° 30424, which regulates administrative responsibility of legal entities for transnational active bribery crimes. We hope this update is approved by the Board of Directors in January 2020.
- We revised information about the entire company and selected five processes which, due to their high exposure to corruption risks, underwent specific risk assessment, as well as the identification of current controls and an action plan for establishing new control measures to mitigate these risks.
- We monitor high-risk suppliers.
- We carry out a yearly course on anti-corruption topics with all our team-members, as well as sending out cartoon strips with examples of corruption cases through our digital media.
- No corruption cases have been confirmed in our organization.

At Pacífico Salud:

- We implemented the Prevention Model, in accordance to Law N° 30424.
- We designated a Prevention manager, approved by the Board of Directors and ratified by the healthcare providers' boards of directors.
- The Board of Directors approved the following policies for Pacífico Salud:
  - Corruption and Bribery Prevention Policy
  - Conflicts of Interest Management Policy
  - Due Diligence Policy
  - Prevention Model Handbook

- We identified possible crime risk scenarios, as recommended by Law N° 30424, and carried out actions aimed at mitigating these scenarios, such as training for our team-members at Pacífico EPS y Prestaciones.

- We have an app that allows us to search and filter third parties before contracting them, targeting potential team-members and purveyors, among others.

### **Dominant Position Prevention Program**

As a company listing at the stock market, we are susceptible to the risk of dominant position abuse instances. Our Specific Conduct for Investment and Finances Corporate Policy is at the core of our Dominant Position Abuse Prevention. It is aimed at directors and team-members who, due to their level or responsibility or their functions, have access to privileged information. The policy provides guidelines and establishes control measures to prevent this kind of misuse of information, as well as market manipulation in investment operations. It also establishes rules for managing potential conflicts of interest in investment deals and capital market processes.

### **Money Laundering and Terrorism Funding Prevention Program (PLAFT)**

Through the PLAFT program and the corresponding corporate policy we aim at fighting money laundering as well as the funding of terrorist groups, in addition to protecting us from any attempt by our customers to legitimize and use funds from illegal activities. In this sense, we carry out rigorous controls on our customers, suppliers and high-risk investors. This implies, among other things, ascertaining the source of the customer's funds, income and assets, as well as the purpose and extension of expected use.

During 2019:

- We improved our processes and internal control measures regarding customer knowledge, operation records and investigations.
- We continued to advise the business and train our team-members, with the purpose of preventing and mitigating the risks of money laundering in the company.
- In order to ensure compliance to the requirements, we carried out six monitoring instances and six audits to the program.

### **Personal Data Protection Program**

We implemented measures to protect our customers' personal data, in accordance to the Personal Data Protection Corporate Policy and the Information Security Policy. These documents are at the core of our Personal Data Protection program, and its requisites go beyond the requirements of national law. In order to ensure compliance to current rules, the Compliance division advises and supports the business units when launching new products, services, processes and channels.

In 2019:

At Pacífico Seguros:

- The National Authority for Personal Data Protection issued the Practical Guide for Observing the Duty to Inform,<sup>4</sup> with the purpose of guiding businesses which handle personal data on how to comply with rights and duties regarding information, as established in Article 18 of the Personal Data Protection Law.
- The authority also issued the pre-publication of the Personal Data Handling through Video Surveillance Directive project.<sup>5</sup> This directive project is aimed at establishing regulations regarding the handling of personal data captured through video surveillance systems for security and work supervision.
- We strive to keep the corporate clauses regarding personal data protection updated, ensuring they are aligned with the latest regulatory dispositions, as well as to the new guide for information duty issued by the regulating entity. In 2019 we added a new PDP clause, which includes the customer's explicit consent. We are unfurling it gradually.
- We advise and support the business units through all fronts of the program, in order to make any creation initiatives or product, services, processes and channel modifications viable.
- We have modified the process of capture and record of consent at Pacífico Seguros. This is a consequence of audits by APDP and Indecopi, as well as of our focus on our customers, who nowadays are increasingly aware of their right to decline consent on first contact. We co-created this process in workshops with impacted areas and IT teams. In 2020 we will carry out these modifications.
- We gave in-person training for customer service channels and the Operations unit on Protected Rights and the attention they warrant, focusing on practical examples that made it easy to recognize and interpret the rights each customer chooses to exercise, as well as reinforcing processes and response times.
- We attended to regulatory requirements regarding recording personal databases and communication of cross-border data flows.

At Pacífico Salud:

- We updated the database and cross-border data flows.

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<sup>4</sup> *Guía Práctica para la Observancia del Deber de Informar*. Autoridad Nacional de Protección de Datos Personales.

<sup>5</sup> Directiva para el Tratamiento de Datos Personales Mediante Sistemas de Videovigilancia.

### **Market Conduct Program**

Through this program we guarantee a supply of products and counseling that respond to our customers' real needs, as well as transparency in the information we provide them. Through the Asesora Responsable campaign we ensure our consultants provide the right counseling to our customers, always giving all information available (regarding coverage, benefits, exclusions, premiums, etc.) in clear, simple terms, respecting the commercial and operational guidelines and regulations for each product.

In 2019:

- We updated the Transparency Handbook and the Customer Service System. However, due to changes in applicable regulations, we published the Handbook for Market Conduct Management in December 2019, with all pertinent modifications. That same month we published the Market Conduct Policy.
- We carried out a Virtual Recruitment Course aimed at 1,572 new team-members, in addition to the Virtual Refresher Course I, aimed at 3,207 team-members. It is worth mentioning that 1654 of participants in that course are front office staff. Finally, we organized the Virtual Refresher Course II, aimed at 3,253 team-members, of which 1,792 are front office staff.
- We organized four talks on regulation regarding market conduct, aimed at team-members from different units, through our training program within the organization, called Escuela de Seguros (Insurance School). 173 team-members participated. We also trained 12 team-members from the Complaints unit regarding correct complaint classification.
- We verified and revised compliance to current regulations regarding information transparency and the customer service system, using the mystery shopper method. We carried out 20 monitoring activities throughout the year.

### **Fiscal Transparency Program**

Taking as a frame of reference the Foreign Account Tax Compliance Act (FATCA), which was approved by the United States Congress in 2010, we carried out a program that allows us to prevent tax evasion by customers or financial counterparts in the United States through investment products. In keeping with this regulation, we provide information on financial accounts of both individuals and legal entities identified as American. From 2019, new regulations will come into effect in Peru stipulating that companies must obtain and present to Sunat a fiscal statement of all clients purchasing passive and investment products, in accordance to the Common Reporting Standard (CRS).

In 2019:

- We implemented the FATCA and CRS tax information exchange programs in all of the Credicorp finance companies. With the publication of Decreto Supremo N° 256-2018-EF towards the end of 2018, the CRS regulation came into effect. This regulation is part of the Programa País requirements for the OECD to grant Peru full member status. This regulation demands all finance entities to collect information on our customers' fiscal residence from 1 January 2019.

-We carried out all activities related to CRS phases I and II.

- For phase I, we organized roundtables with different areas and implemented control measures in the insurance requests of impacted products (life insurance policies offering returns).

- For phase II (related to assessing customers of high stock value) we carried out actions through the commercial area, and deployed 100 % of fiscal residence requests to this phase's target group within the Sunat deadline (31/12/2019). In 2020 we will continue with the required actions for implementing phase III (presenting the CRS report to Sunat in May) and phase IV (assessment of other groups of individual customers and all legal entities in stock by 31<sup>st</sup> December, 2020).

### **Compliance Allies**

Through the Aliados corporate program, we invite a select group of collaborators working in areas with high risk of money laundering practices and terrorism funding to become Compliance Allies. They stand out for their commitment, proactivity, ethical conduct and leadership and communication abilities.

As allies, they provide us with periodical feedback regarding opportunities for improvement in the processes, controls and compliance tools in their teams and the company itself. They play an essential role in identifying fault lines in our programs. In 2019 we added 15 new allies.

### **Awareness and training activities**

One of the pillars of the corporate model for compliance is raising awareness among team-members regarding the different compliance corporate policies. In 2019 we continued with virtual and in-person training sessions in order to promote satisfactory behavior throughout the organization. 96 % of Pacífico Seguros team-members took part in the virtual training sessions, as did 95 % of Pacífico Salud staff. Likewise, at Pacífico Seguros we issued 22 concept-reinforcement memos, and at Pacífico Salud, 10 memos regarding policies, procedures and aspects related to prevention programs. (GRI 102-17, 205-3, 418-1)

## 5. Transformation #SéSoñador (#BeADreamer)

At Pacífico we are in the midst of a cultural, mindset and organizational transformation process.

### **Why transform?**

We are witnessing a changing world due to new technologies, which have reconfigured our way of interacting and relating with others. This not only affects interpersonal relationships, but also the way companies relate to society. This has led us to search for different ways of doing things, in order to remain relevant and be up to the demands and needs particular to this era.

This is, at the same time, a reminder of our great social responsibility. In our countries, few people are insured and protected against contingencies. This is why we feel the need to grow and make an impact.

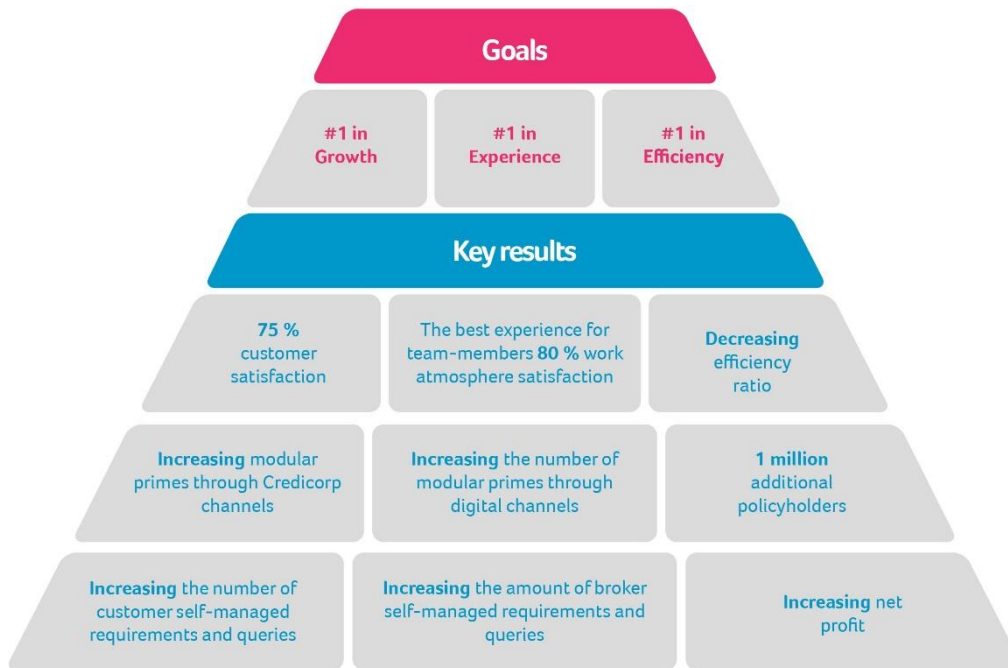
Likewise, we acknowledged that new ways of working increase value for companies, their team-members and their customers. We also wish to be more attractive to the best talent and to offer the best to our people.

- **The history of our transformation**

- In 2016 we began to identify some transformation initiatives, even if they were scattered. Thus, towards the end of that year and early 2017 we proposed the Visioning project, a starting point for projecting transformation.
- Visioning led us to understand we needed a space for experimentation, learning and re-learning. As a consequence, La Chakra was born in May 2017. It is Pacífico's digital and innovation laboratory, and its mission is placing the customer at the center of decision-making processes.
- As a consequence, solutions arose that were in sync to our customers' new needs. Other teams, outside La Chakra, joined it in the search for co-creation spaces.
- In 2018 we came to understand that this was not merely a digital transformation; change had to take place throughout the organization. Thus, we defined four transformation fronts:

- Culture: It allowed us to pause and reflect on the human team that breathes life into our organization. It is our team which enables us to drive change and reach our goals. This is why, together, we revive the driving force that propels us forward each and every day, bringing to life our new purpose: We protect people's happiness.

- North: In 2019 we began to measure our organization with a new methodology (Objectives and Key Results), with evident and powerful results. Today, the entire organization is aware of our main goals for 2021 and the key results in order to attain them. Additionally, each area plans its work strategically in order to respond to them.



- Abilities: We defined the abilities we should create and develop to transform them into competitive advantages that made us ready for the next step in our transformation process.



- Organization front: La Chakra 2.0 was created in 2019, going from 3 to 11 agility-focused cells, and working hand in hand with the new Digital IT management.

- As a consequence, we required the definition of a new guiding purpose for the Pacifico team. (GRI 102-10) (Pacifico-11 Our transformation)

## 5.1 La Chakra 2.0

The Innovation and Digital Transformation Management, part of the Customer Experience and Digital Transformation division, is responsible for the La Chakra laboratory. It is our customer-centered innovation laboratory, where we develop initiatives promoting change and creating new ways of generating value for our customers. Here, we install agile tables or cells, composed of multi-disciplinary teams, with the mission of working on short-cycle challenges and building integrated solutions that drive a unique and differentiated customer experience.

All design processes at La Chakra are based on researching our customers' needs, concerns and motivations. To this purpose, we carry out field work, which involves talking with the customers and immersing ourselves in their reality. Based on our findings we carry out an ideation exercise, aimed at selecting the ideas that best solve a particular problem. We then translate these ideas into prototypes, which we test with the customers' participation, in order to receive their feedback. Thus, it becomes possible to adjust them until they meet their needs.

By the end of 2019, 11 innovation cells operated within this framework. At La Chakra we worked within the Marco Chakrero framework, composed of different group work premises based on the fundamental concept of agility.

### Agility

Agility is a work model proposing a change of mindset in the work team. It is a method of continued exploration, adaptation, learning and improvement which, from the standpoint of evolutionary and incremental development, strives to obtain the most appropriate product, service or result, in the best possible way. All of this is based on the cooperation, trust and motivation of the people involved.

At La Chakra we work under an agile mindset, composed of a set of values, principles and practices that further Pacífico's transformation.

### Cells at La Chakra

Cell	Purpose and activities	Project	Main results
<b>Delorean and Shield</b>	Increasing digital sales exponentially through e-commerce for direct sales to customers	Driving e-commerce development for direct sales and worksite brokers	S/ 7.7 million in primes issued in 2019
<b>Chasqui</b>	Achieving broker self-management of the majority of post-sale queries and requirements	Development of digital endorsements on the Broker Portal	Five endorsement flows implemented in 2019



<b>Prisma</b>	Achieving customer self-management of the majority of requests and requirements.	Developing the Mi Espacio Pacífico (My Pacífico Space) platform	+121 thousand requests and requirements self-managed in 2019
<b>Ayllu</b>	Adding 1000 SEMs through the MiBanco channel	Developing digital platform for insurance advice for MiBanco Torito	Increasing in 6.87 % sales effectiveness on deployed users
<b>FAMA</b>	Increasing digital sales in car business through BCP	Develop pilot for Auto Insurance with Reimbursement	+29 sales within the pilot
<b>Anahatta</b>	Building warmer, more human relationships with our customers during the quiet period	Developing Benefits program	Increasing in 7 % the satisfaction of customers who participated in the pilot
<b>Quick Wins</b>	Transforming customer-centered PGS processes to increase satisfaction	Re-designing claims handling process	Increasing satisfaction in 11 % in the claims journey

## Main activities in 2019

### Simplificando Experiencias (Streamlining Experiences)

This is a contest open to all Pacífico team-members. Its goal is to encourage team-workers to generate ideas regarding changes in the company, through the use of new work methodologies, with a positive impact on our customers' experience.

### ChakraTalk

Monthly innovation talks targeting our team-members, where guest speakers from different specialties share their experience with us, inspiring us, sparking enthusiasm and teaching us. We organized five talks, with the participation of 155 people.

### Puertas Abiertas (Open Doors)

This event is open to all team-members. Its goal is for them to get to know more about La Chakra, its origins, what the laboratory does, work methods and each cell's status. 70 people attended.

### Semillas Program

Sharing knowledge is this program's main goal. La chakra benefits by having a Pacífico team-member in the project teams, in order to solve any questions. Here, we also create an opportunity to acquire new methodologies and tools that will be of use to team-members in their quest to transform the way of working at Pacífico. (Pacífico-2 Digital transformation)

## 6 Our customers, our priority #SéHumano (#BeHuman)

Nothing more human than searching for happiness. However, our path to happiness can be interrupted by unforeseen events. We fervently believe that nobody should face alone the problems that these events cause. Therefore, our work and our motivation lies in developing solutions that allow people to overcome them and thus continue on their own road to happiness, free to enjoy the wonderful moments life brings.

### 6.1 Customer satisfaction

In order to have happier, more satisfied customers, we need to know and understand them better. This is why in 2019 we changed the methodology for measuring customer satisfaction. Up to 2018, we had measured by telephone our customers' transactional satisfaction, that is, their satisfaction after they have used our insurance policies. Since 2019 we use online surveys measuring how they grade their relationship with us, whether there was a specific point of contact or not.



In 2018 we reached 81 % satisfaction, although this figure can't be compared with the 2019 measure, due to the change in methodology. Among the main factors contributing to the satisfaction levels reached in the year, we find the following:

- Improvements in claims handling: We revised and optimized the claims process. This increased transactional satisfaction in this channel.
- Improvements at the call center: This channel concentrates 80 % of requests and query assistance. Performance in assistance through this channel improved in the last four months of the year.
- Improvements in relationship marketing: In 2019 we worked on a relationship marketing strategy including punctual actions aimed at generating loyalty and launching a personalized app for customers.
- E-commerce sales channel: We increased the products our customers are able to purchase through this channel. This platform maintained a high performance level in the customer's experience. (Pacífico-6 Customer satisfaction)

## 6.2 Clear, transparent information

We are committed to providing clear information to all our customers in a straightforward manner, without resorting to confusing jargon regarding conditions and coverage of the products they purchase.

### **Insurance ABCs**

Insurance language jargon may be hard to understand. This is why we have continued with the Insurance ABCs portal, which provides our customers and the general public with information regarding insurance policies and communicates the advantages to being protected by them.

Through the portal we give out material in different media, such as videos, infographics, articles, explainers, testimonies, advice and a glossary with common insurance terms. We developed this content based on real and recurring events identified in the Complaints area.

Our purpose in 2019 was to raise awareness among two million people. This figure was exceeded, reaching 2,159,109 sessions. It should be noted that median duration of each session was one minute and 30 seconds. This implies that the content in the portal was attractive and interesting to the people who accessed it.

The Insurance ABCs lets people approach the world of insurance and helps them take pertinent decisions to live a safe and peaceful life. (GRI 417-1)

### **Responsible marketing**

We strive for communicating in a simple and straightforward manner our products' conditions. Before their publication, the Marketing area reviews each advertising item, in order to ensure they meet our Responsible Marketing Guidelines. These directives are in line with the Advertising Self-Regulation Committee National Council (CONAR)'s Advertising Ethics Code.

## 6.3 Queries and complaints management

Staying appropriately in touch with our customers allows us to identify and solve in a timely manner any problems that could arise throughout our relationship. It enables them to reach us for any queries or claims through our different channels.

### **Queries channels**

Our customers may present any queries by calling our information and queries call center, through our website chatroom or on our Facebook account. In 2019 we maintained our focus on creating more streamlined queries channels, enabling customer self-management, as in the case of the Mi Espacio Pacífico (My Pacífico Space) app.

### Formal queries and requests channels

- Call center: 513-5000
- Customer service platforms in all our offices, nationwide
- E-mail: [servicioalcliente@pacificovida.com.pe](mailto:servicioalcliente@pacificovida.com.pe)
- E-mail: [atencionalcliente@grupopacifico.com.pe](mailto:atencionalcliente@grupopacifico.com.pe)
- Corporate chatroom (website): <https://www.pacifico.com.pe/>
- -Mi Espacio Pacífico (MEP) – app

### **Channels for customer complaints**

Giving prompt attention to our customers' complaints is a priority. A complaint is a request in which customers express their disconformity with a product they purchased or the service they received. Customers can contact us through the following channels:

#### Formal customer complaints channels

- Call center: 513-5000
- Website: <https://www.pacifico.com.pe/libro-de-reclamaciones>
- Customer service platforms in all our offices, nationwide
- Email: [servicioalcliente@pacificovida.com.pe](mailto:servicioalcliente@pacificovida.com.pe)

In 2019 we received 11,230 complaints through our formal channels, a slight decrease of 1.9 % compared to 2018. The average timeframe for complaint solution is 6 to 7 business days, well below the 30 business days established by Susalud and the 30 calendar days established by the SBS.

### **Complaint response in 2019**

Insurance type	Number of services provided	Number of complaints received	Number of justified complaints	Number of unfounded complaints	Number of solved complaints	Complaints / services ratio
<b>General insurance</b>	17,900,736	10,114	3,117	7,157	10,274	0.06 %
<b>EPS insurance</b>	3,551,381	1,116	189	940	1,129	0.03 %
<b>Total number</b>	21,452,117	11,230	3,306	8,097	11,403	0.05 %

Regarding health, we have maintained a continued decrease in the complaints / services ratio. We decreased this ratio in 45 % between 2016 and 2019. This is particularly significant because it reflects the progress of our accompaniment, advice and timely response model towards our health customers.

The model differentiates three service levels. For simpler queries we encourage self-management through digital channels or the call center. For the second complexity level, we have customer service platforms in hospitals, where our agents give advice to our policyholders in critical moments regarding health.

The second level has two counseling units. One is the International Services Counseling Unit, which guides our customers in using their travel insurance policies. The other is the Oncological Counseling Unit, which we make available to oncological insurance patients from the moment they begin their treatment.

Finally, the third level corresponds to complex health cases which it is not possible to attend through the previous channels. In all cases, our aim is for our health customers to make use of their insurance policies, allowing them to focus on recovering their wellbeing.

## 6.4 Insurance brokers

Insurance brokers are strategic partners in our business. They are an essential channel for selling our products, and in consequence contribute in a significant manner to our company's success. In 2019 we worked with 1,515 brokers throughout the country.

We are convinced that a satisfied broker will provide excellent service to our customers. This is why we give our brokers all the tools they require for sales and counseling. Likewise, we collect their opinion on our products and processes, in order to identify opportunities for improvement. In this way we are able to optimize the service we give both them and our customers, and we strive to spark in them a feeling of loyalty and belonging to Pacífico. We do so mainly on three fronts: an ongoing, clear communication, development management and yearly satisfaction measurements.

### **Ongoing, clear communication**

We have several communication channels that allow us to stay in touch with our brokers and provide them with the information they need. Among them is a specialized call center for queries.

In 2019 we promoted use of the digital platform Somos Corredores (We Are Brokers). This platform had general insurance information. In 2019 we added information regarding EPS and Vida (life insurance), therefore providing a full experience of our products. Additionally, through the portal, the broker can carry out certain post-sales transactions, such as endorsements.

Since 2017 we used a measure for the percentage of activities carried out by the broker in this portal without direct intervention of our company's executives. Results show that our efforts have been fruitful: between 2018 and 2019 we increased this measure from 67 % to 75.4 %.

In 2019, approximately 90 % of our modular auto policies are issued through the online issue service in the Somos Corredores portal. This increases the broker's efficiency and provides customers with swift, speedy service.

### **Abilities and knowledge development**

While we wish to further new ideas, we must also provide new learning experiences. During 2019 we organized talks and training sessions as part of our Campus development program. It spans four fronts:

- Executive program: This program offers our principal insurance brokers first-level training on topics related to business management and digital transformation. There were 64 attendees to five conferences.
- Refresher program: It provides nine courses to team-members from insurance broker businesses to expand their knowledge of our products, current regulation, disaster assistance, commercial tools and portfolio management. 59 people participated in the courses, which took place over seven months.
- Ongoing training: We provide brokers with periodical training focused on specific products. The sessions are led by brokers who are experts in each topic. In 2019 there were six training events, which benefited 280 brokers.
- Specialist day: Each month we gather a group of brokers in order to provide them with specific knowledge regarding our products and commercial processes. As in ongoing training, this is an open space for all insurance brokers working with us. (Pacífico-7 Brokers)

## 7 Team-members #SéCompañero (#BeATeammate)

Our team-members' commitment and good performance are the basis of our success as a company. Through our Human Development Management, we strive to attract the best talent and provide them with an optimal work environment so they can develop their personal and professional potential to the utmost.

### 7.1 Our team

By the end of 2019 we had 3296 team-members, 5.6 % less than at the close of 2018. Women comprise 68 % of our team, and men 32 %. The majority works in Lima. Our team in our entirety has a permanent work contract, based on full working days. Our organization is not unionized, and we do not have any current collective bargaining agreements. (GRI 102-7) (GRI 102-8) (GRI 102-41)



### Women distribution

Diversity Indicator	Pacifico Percentage
Female share of total workforce	68 %
Women in all management positions	43 %
Women in junior management positions	44 %
Women in top management positions	32 %
Women in management positions in revenue-generating functions, as a % of all such managers.	68 %

### Rotation and permanence

During 2019, 184 people joined our team and 185 ended their professional relationship with us. The majority of these disassociations were voluntary resignations, mostly among our sales force members. Rotation rates were estimated at 6 %. (GRI 401-1)

### Hirings and cessations

Breakdown		Hirings	New hirings rate	Cessations	Rotation rate
<b>Age</b>	< 30 years	108	3.32 %	56	1.72 %
	30 - 50 years	75	2.31 %	107	3.29 %
	> 50 years	1	0.03 %	22	0.68 %
<b>Gender</b>	Female	100	3.08 %	102	3.14 %
	Male	84	2.59 %	83	2.55 %
<b>Region</b>	Lima	182	5.60 %	157	4.83 %
	Other provinces	2	0.06 %	28	0.86 %

### Work absenteeism

Absenteeism rate	2019
% of total days scheduled	1.42
Percentage of employees	46.13



## 7.2 Career ladder

We strive to attract and retain the best talent. This is why we offer all our team-members who show their commitment to the company's goals and good work performance the possibility of moving up our career ladder. Each semester, administrative and management staff with indefinite or fixed-time contracts take part in our performance assessment process. This process consists of three stages:

1. Indicator definition: Management establishes team-members' objectives and goals, as well as performance indicators. In this stage, team-members have an active participation and may propose additional indicators.
2. Biannual assessments: Management assesses team-members' performance regarding the objectives, goals and indicators established in the previous stage, and provides feedback.
3. Final performance assessment: At the end of the year, management develops a complete assessment, underscoring team-members' strengths as well as the areas where there is room for improvement.

The assessment process enables a relationship based on mutual understanding between managers and team-members, as well as an alignment of their expectations regarding the desired achievements. It also encourages team-members' commitment as active participants in reaching their own goals, emphasizing their own role in the organization's success. In 2019 all managers and sub-managers, as well as all administrative staff, took part in performance assessments and in their progress in their career path.

**Number and percentage of team-members who underwent a periodical assessment of their development and their career evolution in 2019, broken down by gender and work category (GRI 404-3)**

Work category	Number of men and women who received periodical development assessment			Percentage of men and women who received periodical development assessment		
	Number of men	Number of women	Total	% of men (of the total of men in the work category)	% of women (of the total of women in the work category)	Total % (of the total of team-members in the work category)
<b>Managers and sub-managers</b>	104	72	176	100 %	100 %	100 %
<b>Administrative staff</b>	427	578	1,005	100 %	100 %	100 %
<b>Total</b>	531	650	1,181	100 %	100 %	100 %

We carried out promotion processes according to the results in each team-member's individual performance, taking into account equality of opportunities. In accordance to our salary revision policy, we revise the team-member's salary every two years, in order to consider a possible raise or promotion. In 2019 we promoted 148 team-members, of which 43 % were men and 57 % women. We also gave a raise to 460 people, of which 43 % were women and 57 % were men.

It should be noted that in our selection processes we give priority to opportunities of internal mobility for our staff. Therefore, in the majority of processes, before searching for a candidate outside the company, we reflect on our team-members' profiles. In 2019, 31 % of screening processes were covered internally.

## 7.3 Continuing education and training

There is no well-being without growth. This is why our team’s professional growth is one of our most important investments. In 2019 we developed two new initiatives that helped our team to reach 13.15 training hours on average.

### Escuela Líder Pacífico (Pacífico Leader School)

In April 2019 we implemented the Leader School for managers, sub-managers and chiefs. Its purpose is to develop, strengthen and improve leadership aptitudes and the ability to effect influence from their positions. It also encourages participants to replicate with their teams the tools they acquired, to ensure they all share a common language. This is all in line with our purpose and principles.

### Virtual training for the sales force

Mid-year we began to develop virtual training sessions for our sales force. This new method allowed us to increase the average of training hours for our agents, as well as to train all branches in the country.

### Average training hours (GRI 404-1)

Work category	Average training hours		
	Men	Women	Total
Managers and sub-managers	13.34	12.96	13.15
Administrative staff	18.59	18.41	18.5
Sales force	9.26	9.15	9.205
<b>Total</b>	13.34	12.96	13.15

## 7.4 Work environment

We want our team-members to be happier, since only those who are happy can devote themselves to protect others’ happiness. Therefore, we strive to offer an inspiring work environment, furthering teamwork and professional satisfaction. One of our principles is

#SéFeliz (#BeHappy). In order to achieve it, we have a comprehensive plan for Internal Environment, Culture and Communications.

### **Work environment survey**

With the aim of diagnosing our work environment, we carry out a yearly survey which allows us to discover the level of satisfaction of all our team-members, in the following four aspects:

#### **- Commitment**

Team-members' sense of belonging and commitment, both to their responsibilities and to the Pacífico principles.

#### **- Commitment drivers**

The degree to which team leaders stand beside their team-members in order to strengthen their commitment to their work and the organization.

#### **- Success support**

Team-members' satisfaction regarding learning opportunities, as well as growth and personal development.

#### **- Success support drivers**

Team-members' satisfaction regarding the support they receive from their team leaders for their professional development and growth. It allows us to gather information regarding the factors that most impact work environment.

Once we obtain the results of the work environment survey we design the Yearly Work Environment Plan. This plan encompasses consolidating positive aspects and describing the actions that will be undertaken in order to optimize work environment with a special focus on aspects that have graded low.

From the Human Development Management, we guide the areas that got a lower score. We carry out meetings and group activities with our team-members and encourage their participation in the improvement plan. We present these plans to the area manager in order to coordinate its implementation. Our purpose is to promote a sense of belonging among our team-members and empower them to propose ideas that generate positive changes in their workplace.

In 2019 average satisfaction among our team-members was 77 %, one percentual point lower than in 2018. More than 2,999 people participated, showing a response level of 92 %. Some of the aspects they most value are the respectful treatment they receive in the company and the challenging tasks they are assigned. It was also found that 90 % feels proud of working at Pacífico. (Pacífico 8 – Work atmosphere)

## **ReconoSER, our acknowledgment program**

We acknowledge and give public recognition to those team-members whose conduct reflects the Pacifico values and principles. We also celebrate their personal achievements.

### **-Acento Pacífico**

Team-members with outstanding attitudes and aptitudes, who inspire their teammates by fulfilling the company's six principles, receive the Acento Pacífico award, which consists of a letter of recognition signed by our CEO, a trophy, a consumer voucher and a pin. In 2019 we granted 13 people the Acento Pacífico award.

### **- Years of service**

As a token of gratitude for our team-members' time served in the company, in 2019 we gave public recognition to 128 people who celebrated 10, 20, 25, 30 or 40 years with us. We organized a special event for them with the participation of our CEO and line managers. They received a trophy, a personal letter signed by the Human Development manager, a dangler and a pin showing the number of years in service.

### **- Dale un bravo (Say 'bravo')**

We know personal achievements are the result of perseverance, sacrifice, a positive outlook and passion. We believe our staff's academic, artistic or sports achievements deserve to be rewarded and communicated to all company members. In 2019 we rewarded nine team-members by giving them a gift card, a day-off voucher and a "Dale un bravo" pin.

### **- Acknowledgment pins**

We award acknowledgment pins to our team-members when they reach certain goals and take part in particular activities. These pins are placed together with their ID badges, so all their colleagues are aware of their commitment to the company.

## **Team-building activities**

Every year we organize team-building activities called PACDays, with the purpose of giving all our team-members, countrywide, the opportunity to know each other and share some fun. There were 10 PACDays in 2019, in which we carried out group activities, games and confraternity lunches. We also held team-building activities in Arequipa, Trujillo, Cusco, Piura, Chiclayo, Ica and Tarapoto. On the other hand, as in earlier years, we organized the Pacifico party and the five-a-side football championship, Copa Pacifico.

## Work benefits

We offer a suite of benefits that give life to our signature: #SéFeliz (#BeHappy), #SéHumano (#BeHuman), #SéEjemplo (#BeAnExample), #SéSoñador (#BeADreamer), #SéCompañero (#BeATeammate) and #SéPro (#BeAPro). We would like to underscore the following, for their impact and originality:

- **Flex Schedule**

Our administrative tasks are free to come to office between 7:30 and 9:30. This allows them to organize their personal life (education, sports and family) and find a balance with their work life.

- **Now you can choose your Christmas bonus!**

All team-members take part in a survey allowing them to choose their Christmas bonus. In 2019 we had three options: a carry-on suitcase + provisions, a grill + provisions or a box of provisions.

- **Summer hours**

From mid-December to early March, all our staff has a special schedule. Half an hour is added Monday through Thursday, in order for the working week to end on Friday at 1 pm, allowing them to enjoy the summer season.

- **Dress Pacífico**

Since 2018 all our administrative staff can come to the office dressed casually, even in jeans and trainers, all year round.

- **Time off and leave of absence**

If coordinated in advance, we give our team-members days off for different events: their birthday, wedding, Mother's Day and Father's Day celebrations, paternity leave and bereavement leave.

- **eDay**

EDay, or telecommuting day, gives team-members the possibility of working from home one day a month.

- **Discounts and sales**

We have agreements with universities, institutes, language academies, gyms, restaurants and other commercial establishments, giving our team-members access to discounts and special offers.

- **Vive saludable (Live healthy)**

This program promotes physical activity, a balanced nutrition and health prevention, in order to further our team-members' well-being. It includes vaccination and healthy nutrition campaigns, oncological talks, preventive medical examinations and active pauses. Expecting parents receive informative

talks, as well as goodies, in our Tardes de Pancitas (Baby Bump Afternoons). (GRI 401-2)

- **Lactation room**

Nursing mothers' wellbeing is a priority for us. Therefore, they are provided with a private room, fully equipped with all the comforts they may need.

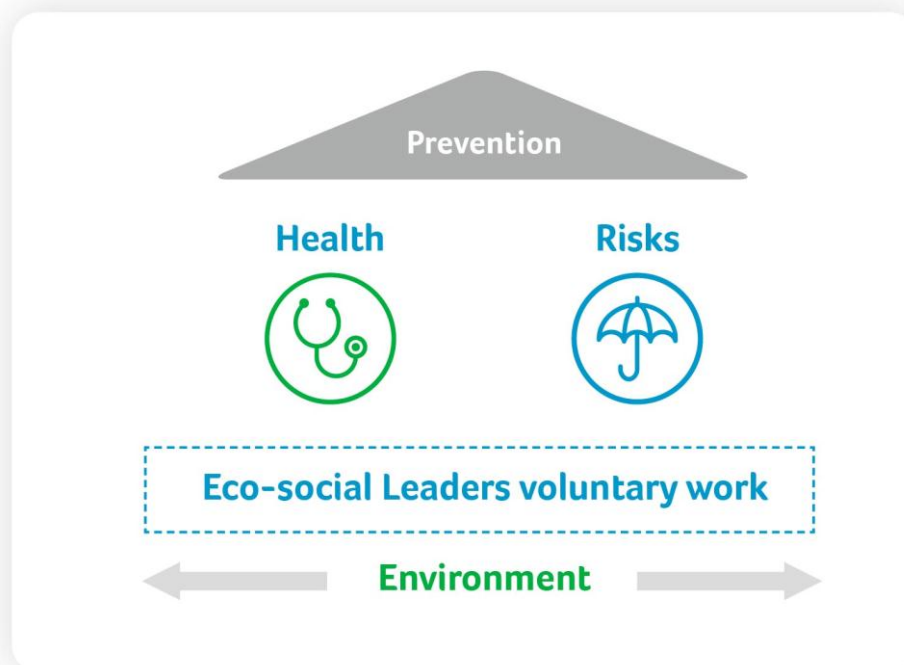
## 8 Sustainable Pacífico #SéEjemplo (#BeAnExample)

Our purpose is for socially responsible management to be a core focus throughout the company, and for all Pacífico team-members to acknowledge and contribute to emissions reduction and prevention culture.

### 8.1 Social responsibility strategy

In 2019 we modified our social responsibility strategy. Now we work on two core issues that buttress our goal of developing prevention culture in Peru: health and risks. They are aligned to our two business lines: health and general risks.

The previous environmental core issue became an integrated core focus throughout all our



activities, as were the volunteerism activities. The Corporate Affairs and Social Responsibility Deputy Management coordinates with all areas in the company their socially responsible performance, in addition to leading activities management and voluntary work.

## 8.2 Core issue: health

### 8.2.1 #TanFuertesComoElHierro (#StrongAsIron)

Peru has set the goal of reducing child anemia to 19 % to 2021. At present, 43.6 % of children suffer from anemia in the country. Faced with this reality, we launched the #TanFuertesComoElHierro (#StrongAsIron) initiative.



This is an outreach, training and resolution program, in which, together with our allies at SANNA, Precisa, Aliada and Clínica San Felipe, we strive to contribute to the fight against anemia in different parts of the country. We are five companies putting our expertise at the service of the fight against this silent disease.

#### **Outreach**

Through our digital platforms, social media and public relations, we contribute to educate the population on this topic and share information on how to identify, prevent and fight this disease. We also made an alliance with Grupo RPP to further our reach and join efforts regarding this issue. We made 6.2 million impacts, through two digital campaigns of our own and our participation in two campaigns in alliance with RPP (Fuertes Contra la Anemia and the Early Childhood Development Forum). This allowed us to reach a 60 % campaign awareness, according to the Ipsos reputation study. This exceeded our goal by eight percentage points.

#### **Training**

We reached out to parents, caretakers and teachers in order to train them in anemia prevention, enabling them to take direct action from their homes and schools. In addition to our intervention community work in Villa María del Triunfo, we also work on this through health campaigns in alliance with our health provider customers in their direct impact communities, under the umbrella of our Pacífico Te Cuida (Pacífico Takes Care of You) program, which we have been carrying out for 11 years and which in 2019 reached 18,200 services.

We focus educational sessions on good hygiene and food manipulation, healthy nutrition and anemia prevention. We reach more than 6,400 parents, caretakers and teachers. We carried out 14 health campaigns with four health provider corporate customers in their direct impact communities. More than 1,000 children were trained and our volunteers gave more than two thousand working hours.



## Resolution

We began the first phase of the project working on diagnosis, monitoring and treatment for low-income children in the districts with the higher anemia levels in the country. In 2019 we started the project at Villa María del Triunfo.

In 2019 the program diagnosed and monitored more than 740 children. 153 of them had anemia and were monitored constantly. At the program's close, 73 % have overcome the illness, and 10 % went from moderate to mild anemia.

## 8.3 Core issue: risk

At Pacífico, we believe we play an important role in furthering risk prevention in Peru. This is why this core issue aims to raise awareness among our customers and the general population regarding the importance of being prepared for undesired events.

## Prevention

- **Informados Estamos Preparados (Be Informed to be Prepared) public outreach campaign**

In alliance with Grupo RPP we launched a public outreach campaign aimed at informing and raising awareness among the population regarding the main causes and consequences of disasters generated by natural phenomena and fires, as well as the preventative measures they should take in each case. For this, we made use of all RPP platforms, such as TV, radio and social media. Grupo RPP and Pacífico experts participated in the campaign, which was active for two months.

- **Wayño #NadaNosDetiene (#NothingWillStopUs)**

Dual-purpose digital campaign. The first purpose was to raise awareness regarding the post-crisis period, when heavy rains and flash floods have passed but the affected communities face other kinds of problems. The second was helping the communities affected by the rains through donations, in an alliance with Cáritas del Perú.

This is how we activated aid during disasters with our volunteer social workers, both in the crisis unleashed by the San Juan de Lurigancho flooding as for the survivors of the heavy rains and flooding in northern and southern Peru. We gave our donations to Hospital San Juan de Lurigancho and the Medical Center at the Taller de los Niños NGO, in addition to three water tanks for each institution. We also donated 1,600 liters of water and 500 blankets made of recycled plastic bottles.

- **Participation in the Creciendo por un Sueño (Growing for a Dream) fair**

Since 2018, Backus organizes the Creciendo por un Sueño (Growing for a Dream) trade fair, which aims to empower and train women grocers on managing their businesses. We participated in five of these trade fairs in the country (three in Lima, one in Piura and one in Trujillo), giving talks on risk prevention, furthering a prevention culture and

explaining insurance coverage, so they can apply it to their businesses. We were able to benefit more than 400 women through these prevention talks.

### **Disaster aid**

- **San Juan de Lurigancho flooding**

After the San Juan de Lurigancho flooding in February 2019, we organized internally to collect health kits and donated them to the survivors. We were able to donate more than 360 kits to the San Juan de Lurigancho Hospital and the Medical Center at the Taller de los Niños NGO, with the collaboration of the Juguete Pendiente NGO. We also donated three water tanks to these institutions, enabling continued assistance to the survivors. (Pacífico-9 Community support)

### **Insurance for small business owners**

We work hard to promote insurance and prevention in Peru. Getting small and medium sized enterprises (SMEs) insured is paramount for this. We strive to facilitate their swift recovery from disasters without this affecting either their assets or their livelihood.

One of the main products we offer this customer base is the Protección Negocio (Business Protection) insurance policy. It offers specialized coverage for a large range of businesses in fields where insurance is still uncommon, such as restaurants, hotels, schools and retail shops. It protects aspects such as the building, the merchandise and other items in the premises, as well as the risks pertaining to the business activity, such as theft, robbery, flooding, fires, earthquakes and fraud.

On the other hand, we offer insurance to customers at MiBanco, which is also part of Credicorp. These products allow us to stand beside small business owners throughout their development, offering them the peace of mind of knowing they will be able to go on even after unforeseen events. These products are simple, easily accessible and low-cost.

Among the products we offer through this channel, a product we introduced mid-2018 stands out: Onco Indemnizatorio (Onco-Compensation). During 2019 we affiliated 37,705 people paying as little as S/ 6 a month. This insurance policy compensates policyholders with a cash payment if they –or their affiliated family member– are given a cancer diagnosis while the policy is in effect. This will prevent them from using up their business income to cover the initial expenses for the illness, allowing them to focus on their recovery.

In this insurance customer base we have protected more than 1 million customers with our optative insurance policies: Vida Protección Financiera (Life Finance Protection), AP Familia Protegida (Protected Family – Personal Accidents), Negocio Protegido (Protected Business) and Onco Indemnizatorio (Onco-Compensation). They have an average monthly cost of S/ 2.5. (Pacífico-10 Insurance for SMEs)

## 8.4 Environment

We work untiringly to decrease our environmental impact and further a culture of responsibility and respect for the environment. We believe a sustainable management of environmental resources is a shared responsibility. (GRI 102-11)

### Carbon-neutral company

In 2010 we began to measure and offset our carbon footprint yearly, standing out as the first carbon-neutral insurance company in Peru. The estimation of our carbon footprint includes the direct and indirect emissions of greenhouse gases through our operations.

Measuring our footprint goes hand in hand with initiatives to decrease it, monitoring our use of paper and energy, as well as our waste generation. We offset those emissions we are unable to decrease by purchasing carbon credits.

We offset our emissions through carbon credits purchased in 2013 from a Deforestation and Degradation Emissions Reduction project. This project is based on carbon capture by five thousand hectares of Amazon rainforest in Madre de Dios, belonging to the Bahuaja Sonene National Park and the Tambopata National Reserve. We signed the credit purchase with the National State-Protected Natural Areas Service (Sernanp) and the Integrated Association for Rural Development (Aider).

In 2019 we decided to change our reach and begin measurement at another main branch: Arona. Thus, when measuring this and our other principal branch, Tamayo, our carbon footprint was 1,767.25 t of equivalent carbon dioxide (t CO<sub>2</sub> eq), with a team-member average of 0.98 t CO<sub>2</sub> eq. We have achieved a total and per capita carbon footprint reduction at our Tamayo branch of 34.75 % and 28.32 %, respectively.

### Emissions inventory (GRI 305-1) (GRI 305-2) (GRI 305-3) (GRI 305-4)

Scopes	CO <sub>2</sub> emissions (t)	CH <sub>4</sub> emissions (t CO <sub>2</sub> eq)	N <sub>2</sub> O emissions (t CO <sub>2</sub> eq)	HFC emissions (t CO <sub>2</sub> eq)	HC 2019 (t CO <sub>2</sub> eq)	% of total
<b>Scope 1: Direct emissions</b>	<b>15.00</b>	<b>0.01</b>	<b>0.05</b>	<b>29.99</b>	<b>45.97</b>	<b>2.60 %</b>
Air conditioning	0.00	0.00	0.00	29.99	29.99	1.70 %
Fire extinguishers	0.16	0.00	0.00	0.00	0.16	0.01 %
Power generators	5.90	0.01	0.01	0.00	5.92	0.34 %
Transportation in company vehicles	9.85	0.00	0.04	0.00	9.90	0.56 %
<b>Scope 2: Power consumption emissions</b>	<b>434.96</b>	<b>0.33</b>	<b>0.33</b>	<b>0.00</b>	<b>435.62</b>	<b>24.65 %</b>

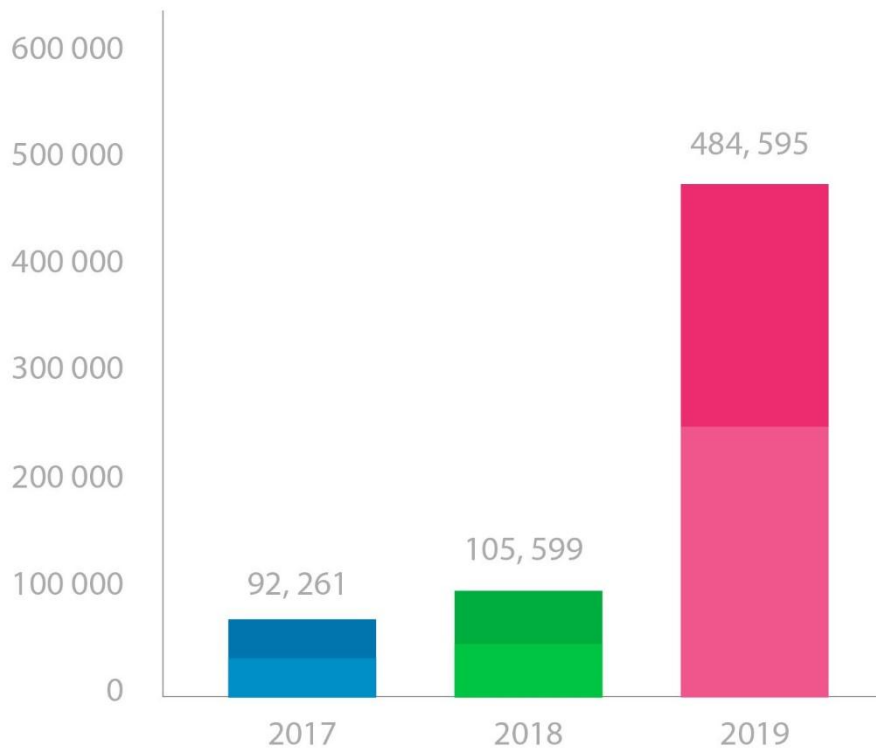
Power consumption	434.96	0.33	0.33	0.00	435.62	24.65 %
<b>Scope 3: Indirect emissions</b>	<b>1,156.03</b>	<b>123.20</b>	<b>6.43</b>	<b>0.00</b>	<b>1,285.65</b>	<b>72.75 %</b>
Water consumption	7.44	0.00	0.00	0.00	7.44	0.42 %
Paper and cardboard consumption	130.03	0.00	0.00	0.00	130.03	7.36 %
Staff commuting to work	575.67	6.37	4.29	0.00	586.33	33.18 %
Waste generation	0.00	116.57	0.00	0.00	116.57	6.60 %
Electricity transmission and distribution losses	65.11	0.00	0.00	0.00	65.11	3.68 %
Corporate taxi rides	20.49	0.23	0.35	0.00	21.07	1.19 %
Air transportation	356.91	0.02	1.79	0.00	358.72	20.30 %
Ground transportation within the country	0.38	0.00	0.00	0.00	0.39	0.02 %
<b>Total carbon footprint</b>	<b>1,606.90</b>	<b>123.54</b>	<b>6.81</b>	<b>29.99</b>	<b>1,767.25</b>	<b>100.00 %</b>
<b>Staff at Arona branch and Tamayo branch</b>					<b>1,497</b>	
<b>Per capita carbon footprint</b>					<b>0.98</b>	

### Paper consumption reduction

Due to the digital transformation of our services, electronic policy issuance has increased significantly. Digital policies have multiplied by 4.6 between 2018 and 2019. Streamlined portals for customers and brokers have allowed this multiplication, which creates financial savings and reduces our business' environmental impact.

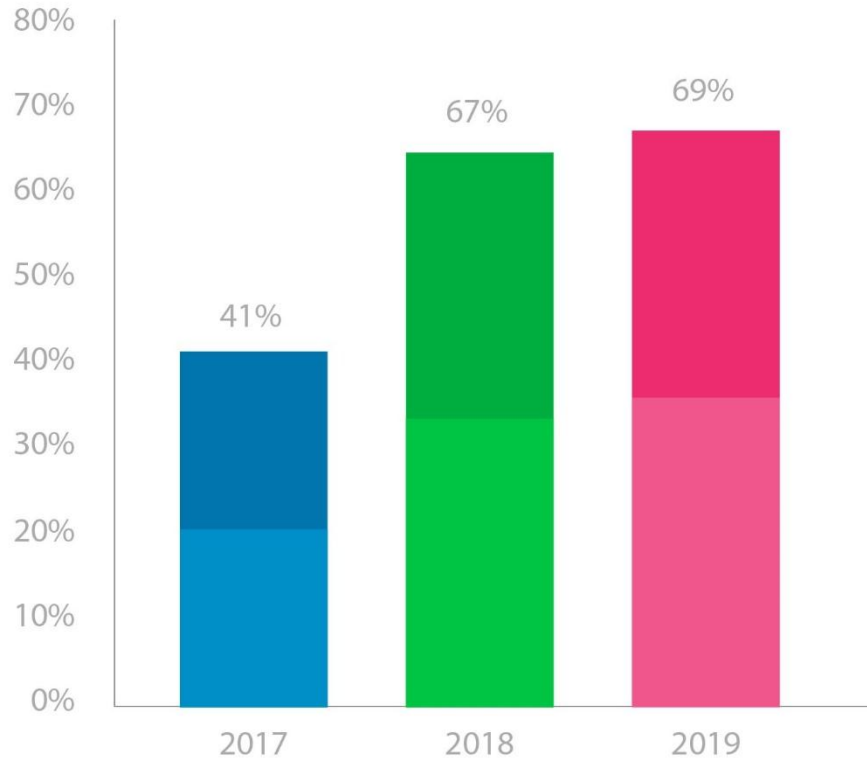
In 2019 we issued more than 484 thousand electronic policies. These policies are digital documents detailing terms and conditions of the insurance policy a customer purchases. After the signing process, the policy is sent by email. During the year, we encouraged the use of electronic policies at the moment of sale and through migration campaigns, especially in the auto insurance line.

## *Evolution of electronic policy issuance*



We monitor affiliation increase through digital policies by means of a penetration indicator by product and by channel. In 2019 the penetration rate went from 67 % to 69 %. Digital policy issuance has allowed us to avoid using more than 10.6 million bond paper sheets.

## *Electronic policy penetration*

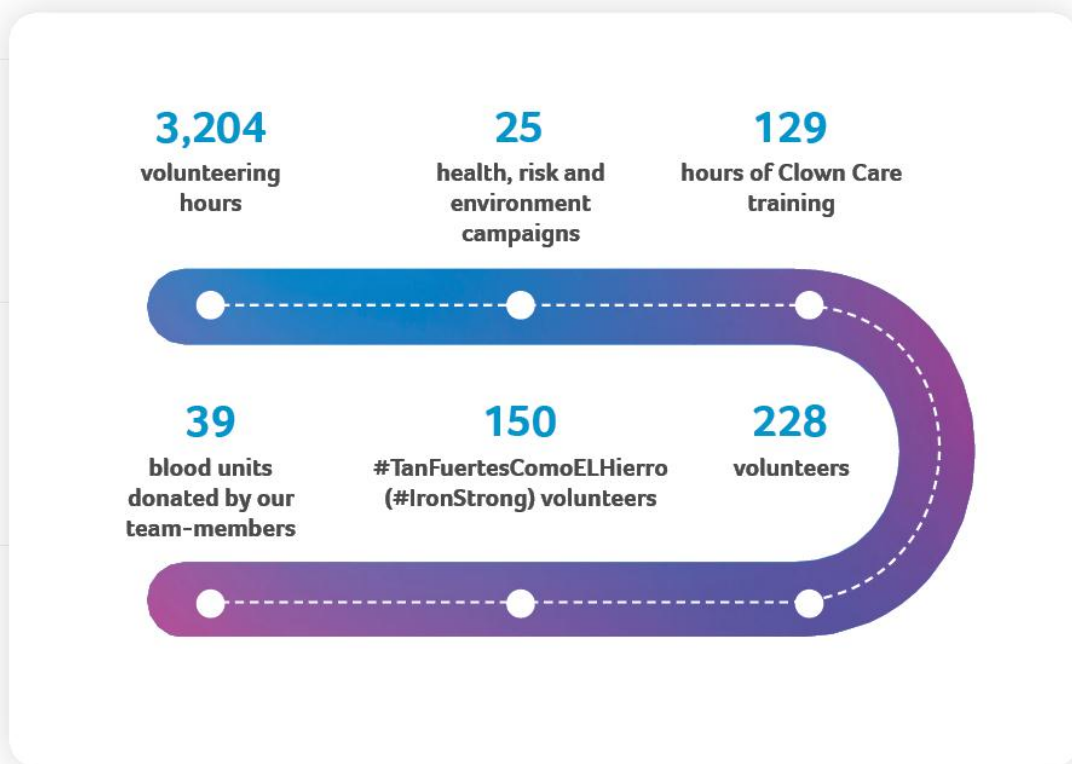


The issuance of electronic policies has joined a range of digital transactions that replaced paper, such as digital invoices and bank transfers, which have become an alternative to checks.

## 8.5 Volunteering: our Eco-Social Leaders

Pacífico volunteers are our Eco-Social Leaders. They are our spokespersons and allies in each campaign and in the actions we undertake following our three core issues. They are trained in social responsibility and environmental issues, Clown Care and emergency response brigades. Every year we acknowledge their perseverance and commitment. Those who receive the recognition become Eco-Social Ambassadors.

### *Volunteering figures - 2019*



**Pacífico Grupo Asegurador. (GRI 102-5)**

Juan de Arona Ave. 830 San Isidro, Lima, Perú (GRI 102-3)

All communications regarding the 2019 Sustainability Report should be addressed to [responsabilidadsocial@pacifico.com.pe](mailto:responsabilidadsocial@pacifico.com.pe) (GRI 102-53)

Get to know more about Pacífico Grupo Asegurador at [www.pacifico.com.pe](http://www.pacifico.com.pe)

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